

Parents and Guardians are able to access their child(ren)'s transportation information in mid August of each year, by using the Automated Telephone System. This is a 24 hour service which will provide you with your child's bus number pick up and drop off location and the times.

In order to access your child's transportation information, you will require your child's 9 digit OEN number or their student number and your child's date of birth. Both numbers (OEN or student number) can be provided to you by your school or the number will be on your child's last report card. The automated line is 1-866-908-6578 or 905-666-6979.

**If you require information, please call or visit our website Durham Student Transportation Services at the following:**

**1-800-240-6943 or 905-666-6940**

**[www.dsts.on.ca](http://www.dsts.on.ca)**

By calling the above phone numbers there will be a staff member of DSTS that will be able to assist you and direct you to the correct Route Coordinator for your school area. DSTS staff are available throughout the school year 7:45 a.m. to 4:45 p.m.



## Inclement Weather



You are responsible for deciding if it is safe for your child to go to the bus stop or school during inclement weather. Please ensure that students are dressed appropriately for the conditions, as the bus may experience further delays.

In the event of inclement weather, the bus may be delayed or cancelled. If the bus starts its route after a delay, afternoon transportation runs as normal. If the bus does not start the run in the morning, no afternoon transportation is provided.

In the event of an unexpected transportation emergency, poor road conditions or extreme cold weather delays, it is important that parents/guardians have a contingency plan in place. Unexpected emergencies and bus delays of twenty minutes or more will be posted on the DSTS website. Cancellations due to weather are posted on the DSTS website.

**Durham**  
Student Transportation  
Services

**[www.dsts.on.ca](http://www.dsts.on.ca)**  
**1-800-240-6943**  
**905-666-6940**

**Durham**  
Student Transportation  
Services

**School Bus  
Information**

**A User Guide  
for Parents**

**WWW.DSTS.ON.CA**





Durham Student Transportation Services is a transportation consortium between Durham District School Board and Durham District Catholic School Board.

DSTS is responsible for the coordination and delivery of school bus transportation throughout Durham Region. We work cooperatively between the Boards, parents, schools, and bus companies to deliver safe, effective and efficient student transportation.

As a parent/guardian of a student on a school bus, you play a key role. This brochure is designed to provide the necessary information to your family that will assist in providing the best bussing experience for your child (ren).

## Transportation Eligibility

Eligibility is based on your child's primary residential address as registered with the school. Only one primary address is permitted. In addition, eligibility is based on distance from home to school. For elementary students, transportation is provided to students who live above 1.6 kilometers from their designated school.

Alternate addresses may be used if your child is eligible for transportation at the primary residence and the alternate address is used every day consistently and is within the transportation boundary for the school.

Student Transportation Services does not offer custom transportation, such as service to different addresses on different days, short term changes or transportation on alternate days.

## Student Information

### Change of Address

DSTS arranges transportation based on information provided by the School Board, who receives the information from the school. To change your address, please contact the school.

Once we receive the information from the School Board, it normally takes three business days before transportation arrangements can be confirmed. During September, it may take up to five business days for changes. DSTS will communicate the new arrangements with the school and the school will notify the parent/guardian.

### Release of Information

For the safety reasons, DSTS will only discuss transportation arrangements with the parent/guardian listed on the record provided by the school.

### Bus Stop Locations

DSTS does not provide "door to door" transportation. DSTS is responsible for determining bus stop locations. These locations are based on road, traffic, safety factors for the students, bus driver and motorists.

### Community Stop Locations

Community Stop Locations are located in areas accessible for a number of students in a neighbourhood. Students are assigned to the closest community stop location based on primary address and must use the assigned bus stop location. Walk distances to community stops are usually under 600 meters.

## Parent/Guardian Responsibilities

You, your child, the bus driver and the principal all play a part in safe, effective and efficient school bus transportation.

Parent/guardians are responsible for the student's safety from home and until the student boards the bus and disembarking the bus to home. The Board and bus company are responsible for the safety of the student on board the vehicle.

Parents are encouraged to have elementary children accompanied to and met at the bus stop after school.

### Student Conduct on the Vehicle

Talk to your student about safe, appropriate behavior when on board the school bus. Review "School Bus Information—A user guide for students" with your child (ren). Stress the importance of accountability for his/her actions & behavior with your child(ren).

### Student Information

You are responsible for keeping student information, including address, up to date with the school. DSTS arranges transportation arrangements exclusively on information provided by the Board by way of the school.

